
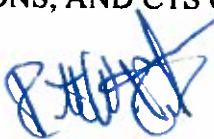




JUL 01 2017

DIRECTIVE: JOB CORPS ePRH CHANGE NOTICE NO. 17-01

TO: ALL JOB CORPS NATIONAL OFFICE STAFF
ALL JOB CORPS REGIONAL DIRECTORS
ALL JOB CORPS CENTER DIRECTORS
ALL JOB CORPS CENTER OPERATORS
ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS
ALL OUTREACH, ADMISSIONS, AND CTS CONTRACTORS
ALL CENTER USERS

FROM:  LENITA JACOBS-SIMMONS 
National Director
Office of Job Corps

SUBJECT: Update/Revision to the Electronic Policy and Requirements Handbook
Appendix 501 for Program Year 2017 Performance Management System

1. Purpose. To transmit the Program Year (PY) 2017 electronic Policy and Requirements Handbook (ePRH) Appendices 501 sections: Appendix 501 Introduction, Appendix 501 Attachments, Appendices 501a through e. These appendices contain the policies governing Job Corps' Performance Management System for Center Operators, Outreach and Admissions (OA) contractors, Career Transition Services (CTS) providers, Career Technical Training (CTT) programs, and the Performance Improvement Plan (PIP) system. All PY 2017 performance goals, both national and model-based, are included in these policies. This ePRH Change Notice also contains minor revisions to related ePRH sections to align with the Appendix 501 sections.

2. Background. Job Corps' Performance Management System, as outlined in ePRH Appendix 501 Introduction and Appendices 501a - 501e, serves to assess program effectiveness across multiple components of services and programs, and is governed by reporting requirements stipulated in the Workforce Innovation and Opportunity Act (WIOA). It provides feedback on performance and outcomes, and encourages continuous improvement in areas identified as program priorities. Additionally, the Performance Management System serves as an instrument to meet Federal and legislative accountability and reporting requirements, to assess centers' and agencies' accomplishments, and to serve students more effectively.

The implementation of WIOA requires Job Corps to collect and report on the program performance and accountability measures outlined in the legislation. Beginning in PY 2016, Job Corps implemented revised data collection and reporting systems to assist with reporting WIOA program outcomes. Job Corps also revised the long-term placement measures of the Outcome Measurement System (OMS) to align with WIOA reporting requirements. Job Corps will continue making additional refinements and adjustments to this system as needed.

National targets will not be set for the WIOA measures until sufficient annual data has been collected and any inconsistencies in the new data collection have been resolved. Until the new WIOA performance system has been fully implemented and stabilized, and targets have been set, Job Corps will continue to use OMS reports for decision making in the areas of contract and option year awards, past effectiveness scores, incentive fees, performance assessments, and PIP placement and graduation evaluations.

As with past program years, the Office of Job Corps assembled an OMS workgroup to review the current system, to assess whether it aligns with legislative reporting requirements, and to determine where changes are necessary for PY 2017 to improve performance and better support program priorities. After six Webinars and conference calls, the workgroup recommended adjusting some performance goals to ensure performance targets are reasonable, yet serve as stretch goals. The workgroup also recommended shifting weights of measures so that emphasis is more appropriately tied to better placement outcomes. The National Director reviewed these recommendations and finalized the changes for the PY 2017 Performance Management System.

3. Explanation of Changes in ePRH Appendix 501. For PY 2017, Job Corps made modifications to several OMS components and related policies. These are detailed below.

A. OMS Measures, Goals and Weights

No changes have been made to the OMS performance measures across all four report cards. However, modifications have been made to goals and weights of certain measures in each report card.

OMS Measure Goals

Job Corps made changes to the goals of the Industry Recognized Credential (IRC) measures based upon current performance and in consideration of minor revisions made to the approved IRC list for PY 2017. Job Corps modified the IRC list to downgrade three credentials from primary to secondary, removed three secondary credentials, and added 21 new primary credentials and eight new secondary credentials. For a list of credentials classified as primary or secondary for PY 2017, please visit the Career Technical Training (CTT) Web page on the Job Corps Community Web site. An impact analysis of the revisions indicates that the Primary IRC/National Training Contractor (NTC) Completion measure and the Secondary IRC/Second Primary IRC measure will be minimally affected. Job Corps has therefore adjusted the performance goals in response to these estimated impacts coupled with current performance trends.

For PY 2017, Job Corps modified the goals of the two long-term placement measures. These measures were introduced in PY 2016, and the goals were established in the absence of actual data, since the new WIOA surveys capturing Quarter 2 and Quarter 4 outcomes were not launched until July 2016. PY 2016 data indicate that the targets for these measures were set too high, with national performance significantly lower than the

goals. Therefore, Job Corps lowered the goals for both the Graduate and Former Enrollee Placement in Quarter 2, and Graduate and Former Enrollee Placement in Quarter 4 measures to more reasonable, yet ambitious levels.

Job Corps increased the goals of the wage and earnings measures in the center, CTS, and CTT OMS Report Cards to account for high performance in PY 2016 and to reflect current labor market conditions.

For the OA Report Card, Job Corps decreased the goal for the Graduate Rate in response to the recent changes to the Student Conduct policy, and the potential impact of the revised Student Leave policy to be implemented in PY 2017.

The list below details the goal changes made for PY 2016 by measure and report card:

1. **Career Technical Training (CTT) Primary Industry-Recognized Credential Attainment Rate (*Center and CTT Report Cards*):** The goal increased from 82 percent to 90 percent.
2. **CTT Industry-Recognized Credential II Attainment Rate (*CTT Report Card*):** The goal remains at 90 percent.
3. **Graduate Average Hourly Wage at Placement Rate (*Center and CTS Report Cards*):** The national goal increased from \$11.00 per hour to \$11.75 per hour.
4. **CTT Completer Average Hourly Wage at Placement Rate (*CTT Report Card*):** The national goal increased from \$11.20 per hour to \$11.90 per hour.
5. **CTT Completer Job Training Match (JTM) Average Wage (*CTT Report Card*):** The national goal increased from \$11.60 per hour to \$12.30 per hour.
6. **Graduate and Former Enrollee Placement Rate in Quarter 2 (*Center and CTS Report Cards*):** The national goal decreased from 85 percent to 80 percent.
7. **CTT Completer Placement Rate in Quarter 2 (*CTT Report Card*):** The national goal decreased from 88 percent to 83 percent.
8. **Graduate and Former Enrollee Average Earnings in Quarter 2 (*Center and CTS Report Cards*):** The national goal increased from \$5,000 to \$5,200.
9. **CTT Completer Average Earnings in Quarter 2 (*CTT Report Card*):** The national goal increased from \$5,300 to \$5,500.
10. **Graduate and Former Enrollee Placement Rate in Quarter 4 (*Center and CTS Report Cards*):** The national goal decreased from 85 percent to 80 percent.
11. **CTT Completer Placement Rate in Quarter 4 (*CTT Report Card*):** The national goal decreased from 88 percent to 83 percent.
12. **Graduate Average Earnings in Quarter 4 (*Center and CTS Report Cards*):** The national goal increased from \$5,500 to \$5,700.
13. **CTT Completer Average Earnings in Quarter 4 (*CTT Report Card*):** The national goal increased from \$5,600 to \$5,800.
14. **Graduate Rate (*OA Report Card*):** The goal decreased from 75 percent to 65 percent.

OMS Measure Weights

For PY 2017, Job Corps modified the weight structure of the Short-Term Placement measures of the Center, CTS and CTT Report Cards. These changes make the Initial Placement and the Full-Time Job Placement measures equally weighted on the three report cards. These modifications place more emphasis on full-time jobs, which are crucial for long-term connection to the job market and to achieving the goals set for the long-term WIOA outcomes at Quarter 2 and Quarter 4 after exit.

For the OA Report Card, Job Corps redistributed the weights among the two production measures for PY 2017. The weight for Female Arrival decreased and the weight for Total Arrival correspondingly increased. This weight shift is intended to encourage the recruitment of all eligible candidates, regardless of gender, thereby reducing waitlists and increasing On-board Strength (OBS).

The list below details changes to the weighting scheme made for PY 2017 by measure and report card:

1. **Graduate Initial Placement Rate (*Center Report Card*):** The weight of this measure decreased from 17.5 percent to 10 percent.
2. **Graduate Initial Placement Rate (*CTS Report Card*):** The weight of this measure decreased from 30 percent to 17.5 percent.
3. **CTT Completer Initial Placement Rate (*CTT Report Card*):** The weight of this measure decreased from 20% to 12.5%.
4. **Graduate Full-Time Job Placement Rate (*Center Report Card*):** The weight of this measure increased from 2.5 percent to 10 percent.
5. **Graduate Full-Time Job Placement Rate (*CTS Report Card*):** The weight of this measure increased from 5 percent to 17.5 percent.
6. **CTT Completer Full-Time Job Placement Rate (*CTT Report Card*):** The weight of this measure increased from 5 percent to 12.5 percent.
7. **Female Arrival Rate (*OA Report Card*):** The weight of this measure decreased from 27.5 percent to 10 percent.
8. **Total Arrival Rate (*OA Report Card*):** The weight of this measure increased from 27.5 percent to 45 percent.

B. OMS Components and Related Policies

Several OMS components and related policies have been updated or revised for PY 2017, these are detailed below:

1. ***Calculation of Model-Based Goals for Quarter 2 and Quarter 4 Earnings Measures:*** For PY 2017, Job Corps developed model-based goals for the Graduate and Former Enrollee Earnings in Quarter 2 and Graduate Earnings in

Quarter 4 measures based upon available data, including results from the WIOA Quarter 2 and Quarter 4 surveys.

2. *Appeals of Quarter 2 and Quarter 4 Earnings Measures Model-Based Goals:* Beginning in PY 2017, Job Corps will begin to accept appeals of the model-based goals for these two measures.
3. *Performance Improvement Plan (PIP):* For PY 2017, Job Corps will use PY 2016 OMS performance data to identify centers that will be placed on a PIP.
4. *Appeals of Placement and Earnings Outcomes Reported from Quarter 2 and Quarter 4 Surveys:* For PY 2017, Job Corps will accept appeals for both the long-term placement and earnings measures:
 - Graduate and Former Enrollee Placement Rate in Quarter 2
 - Graduate and Former Enrollee Earnings in Quarter 2
 - Graduate and Former Enrollee Placement Rate in Quarter 4
 - Graduate Earnings in Quarter 4

Separate forms must be completed and submitted with appropriate documentation for placement and earnings appeals. Beginning in PY 2017, earnings appeals will be accepted only when a job placement is credited (through data collected via the Quarter 2 and Quarter 4 surveys) or when an appeal for a job placement is filed for the same quarter. All appeals for *job* placements must also include an earnings appeal for the same quarter.

As the Quarter 2 and Quarter 4 placement and earnings data collection and appeals processes are new, complex, and evolving, the National Office will continue to revise the policy surrounding placement and earnings appeals as needed.

C. Timeframe for Release of Performance Reports

The first OMS reports will be released in late August or early September 2017.

4. Explanation of Changes in Other Related ePRH Sections. For PY 2017, Job Corps also made minor changes/edits in several other related ePRH chapters to align with the Appendix 501 sections.

Chapter 3 Career Development Period

- Section 3.6, Center-based Learning Standards
Minor word edits.
- Appendix 302, Memorandum of Understanding between the National Training Contractor (NTC) and Center Contractor

Edited sentences where the Minimum Productivity Rule (MPR) references have been removed.

Chapter 4 Career Transition Period

- Section 4.3, Career Transition Services for Graduates
Revised section to include mandatory timeframe for follow-up case-note documentation in CTS; modified transfer guidance to include former enrollees; added clarification of graduate and former enrollee transfers during placement window; and added clarification of responsibility for long-term placement measures.
- Section 4.5, Documentation, Reporting, and Verification Process
Added a paragraph to clarify “Date Reported” for placement upgrades, and other minor word edits; added clarification of CTS provider Quarter 2 and Quarter 4 survey placement credits; added clarification of placement verification timeframes.

Chapter 6 Administrative Support

Exhibit 6-2, Student Allowance and Allotment System (SAAS)

Revised student eligibility for completing Quarter 2 and Quarter 4 surveys; revised the criteria for completing Quarter 2 and Quarter 4 surveys.

5. Effective Date. July 1, 2017.
6. Action. Addressees are to ensure this ePRH Change Notice is distributed to all appropriate staff.
7. Inquiries. Questions or comments concerning Appendix 501 Introduction, 501a through 501c, and 501e, should be addressed to Shao Zhang at (202) 693-3917, or e-mailed to zhang.shao@dol.gov. Questions or comments concerning Appendix 501d should be addressed to Tracy Bradshaw-Morris at (202) 693-8000, or e-mailed to bradshaw-morris.tracy@dol.gov.